



SHOREVIEW WATER TREATMENT PLANT

Frequently Asked Questions

Q. Why is Shoreview transitioning to a new water treatment plant?

- A. The City of Shoreview's has invested in a water treatment plant that will remove iron and manganese from the water source. Continuing to provide an adequate supply of high-quality finished water to both current and future residents is a primary goal of the City of Shoreview.

Q. Did the City of Shoreview consider any other water supply options?

- A. The City has been diligent about reviewing all of their options when it comes to water supply and they have decided that their current strategy is the most effective.

Q. When will Shoreview's water officially transition to the new water treatment plant?

- A. The City of Shoreview plans to start operation of the new water plant at 12 a.m. Tuesday morning. When operation begins the City will conduct a complete flush of the system to transition to the new treated water. This flushing will last approximately 2-3 days. During this time customers may experience discolored water but this process is the most efficient way to convert their water system.

Q. Are there any health or safety concerns associated with switching to the new water treatment plant?

- A. There are no health concerns associated with the transition to Shoreviews new treated water. The water from the Shoreview Water Treatment Plant is safe to consume for the general public as well as vulnerable populations such as the elderly, infants, or those with chronic health problems. The City of Shoreview's most recent Water Quality Report can be accessed [here](#). The report indicates no violations of the EPA's drinking water limits.

Q. What monitoring will occur to ensure my water is safe to drink?

- A. The Shoreview Water Treatment Plant will continue to sample and analyze treated water quality to ensure that they meet the requirements of the Safe Drinking Water Act. Water samples will also be collected by the Minnesota Department of Health on a regular basis to ensure compliance with the Safe Drinking Water Act requirements.

Q. Will my water service be disrupted?

- A. Public Works does not anticipate any service disruptions.

Q. What should I expect during the transition to the new water treatment plant?

- A. System flushing will occur intermittently from Tuesday (November 1) at midnight through Thursday (November 3). Public Works needs to flush the entire system to clean out any pipeline deposits as well as remove water from the City's former water source. The flushing that will occur during the transition is similar to the system flushing the City of Shoreview has completed on a regular schedule for decades.

Q. How will the new water quality impact my home or business?

- A. The new water will have a lower iron and manganese content, which means there is less potential for red sediment being created in the system after the transition is complete.



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Q. How will the process of flushing the City's pipelines affect me?

- A. Residents should be aware that flushing will disturb deposits and sediments in the pipelines which may cause temporary water discoloration if water is drawn into household plumbing during the city pipeline flush procedure. Although it may not look appealing, the discolored water is safe to drink and for bathing. To remove the discolored water from your home's pipes, simply run cold water in your bathtub until the water runs clear.

Q. How will I know when the pipelines in my neighborhood will be flushed?

- A. The City will be flushing 5 main hydrants in the city. The hydrants that will be flushed are located on the corners of:
- a. Emil Ave and Lexington Ave
 - b. Hodgson Rd and County Rd J
 - c. Lexington and West County Rd D
 - d. Victoria and Hwy 694
 - e. Rice St and County Rd E
- A. There may be other hydrants that are flushed between November 1st and 3rd depending on the need.

Q. What should I do after the pipelines are flushed in my neighborhood?

- A. Water customers should follow the same tips used previously when the City of shoreview has flushed the pipelines:
- › Bypass all home filtering systems.
 - › Run cold water in your bath tub until the water runs clear.
 - › Check your water to ensure it is not discolored before running washing machine.

Q. How will the new water affect my pipes and faucets?

- A. Water pH should remain consistent with the previous water.

Q. Can I continue to use my water softener?

- A. Yes. The Shoreview water hardness is 15 grains per gallon. The new water treatment plant will not reduce the water hardness. Typical ion exchange home softeners remove all hardness from water and no modification to your home water softener will be necessary.

Q. Is there a phone number I can call if I have questions about the Shoreview Water Treatment Plant?

- A. Residents are welcome to call Shoreview Public Works at 651-490-4650 on weekdays from 8:00 a.m. to 5:00 p.m. to ask questions about the transition. There is also more information on Shoreview's website located [here](#).